

Beyond the Numbers: A Qualitative Analysis of Nursing Chats to Assess and Improve Library Health Science Services

Samantha Harlow

**Liaison: Kinesiology, Public Health,
Community and Therapeutic
Recreation**

Pronouns: she/her/hers

Lea Leininger

Pronouns: she/her/hers

**Liaison: Nursing, Nutrition,
Communication Science and Disorders**



**UNC
GREENSBORO**
University Libraries

Presentation Link:

<http://go.uncg.edu/macnurchat>



Nursing at UNCG

- ❑ **1,145 nursing students, total UNCG enrollment=20,105***
- ❑ **BSN, RN to BSN, MSN, PhD, and DNP programs**
- ❑ **Includes distance education, online, & commuter students**

*Fall 2018 enrollment: <https://ire.uncg.edu/factbook/student-enrollment>



UNCG Strategic Plan

"Health and Wellness is broadly defined to encompass the many dimensions necessary for individuals to cope, adapt, grow, and develop. This theme encompasses predictors and indicators of the state of the human condition, and scientific advances related to Health and Wellness."

[UNCG Strategic Plan Core Elements](#)



“

Online learning in graduate programs are on the rise. As of Fall 2015, around 26% of graduate students in the U.S. were enrolled in fully distance programs.

[NCES Distance Learning](#)

Assessment

- 
- ❑ **Nontraditional students**
 - ❑ **Health sciences**
 - ❑ **Online students**

A photograph of three people sitting around a wooden table in a modern, dimly lit setting. A woman with long brown hair is laughing heartily, looking towards a man on the right who is also laughing and wearing glasses and a denim jacket. A third person is partially visible on the left, also smiling. Two laptops are open on the table; one displays the Unsplash website. The background features a dark, textured wall and some tall plants.

1.

What did we do?

Using keywords, we found, pulled down, and anonymized virtual chat transcripts from UNCG nursing students and instructors and coded transcripts using common themes in Atlas TI

Methodology



- **Fall 2016**
- **60 full chat transcripts**
 - **Some less than 5 mins, some 40 minutes**
- **LibInsight tracks some analytics like READ Scale (reference ratings).**

[Master Spreadsheet of Chats](#)

UNCG Libraries Chat

- ❑ **LibraryH3lp**
- ❑ **Run by librarians and interns from the UNCG LIS program**
- ❑ **Open until 12am Sunday-Thursday and during the day on Friday and Saturday**
- ❑ **Heavily used by UNCG students; around 3500 chats a year.**

Why did we do this?

- **Improve chat and virtual services to Nursing and health science students**
- **Improve health science instruction and guides for students and faculty**
- **Improve health science internal training for new librarians, interns and other liaison librarians**

Code Groups:

- Information Need
- Reference Interviewing
- Recommendations
- Patron Emotions
- Challenges and Barriers

[Full list of code groups and codes](#)

A woman with brown hair in a ponytail, wearing a light blue tank top and grey leggings, is sitting on the ground in a forest. She is looking down at a smartphone in her right hand while stretching her left leg with her right hand. The background is a sunlit forest with tall trees and dry grass.

2.

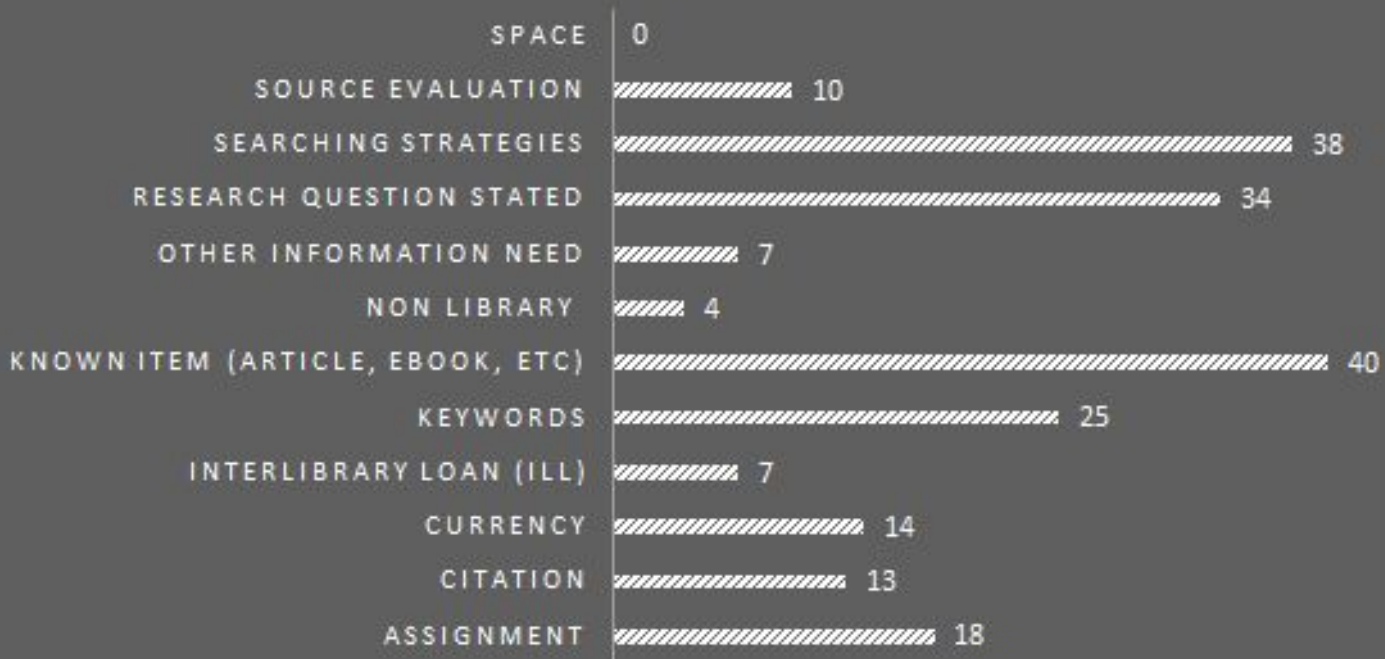
Findings

Many things we already knew, but each code group allows us to better understand research trends and needs from UNCG nursing students and faculty.



Word cloud made in Voyant on words most frequently used in UNCG chat transcripts, and their relationship to other frequently used words.

NUR CHATS: INFORMATION NEED CODES



Graph showing the codes of the quantity of the "information needs" code group. The code for "known item" was found the most, with searching strategies second.

Nursing Chats: Librarians/Interns Database Recommendations

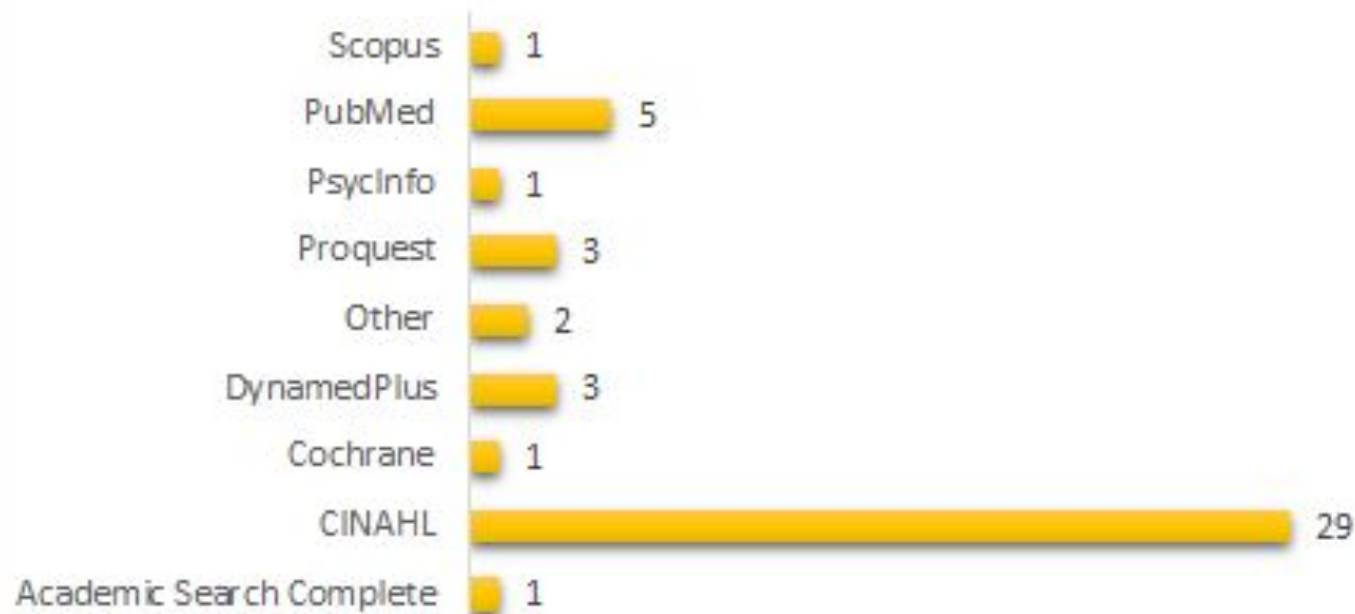


Chart showing that coding for librarians/interns database recommendations. CINAHL is the most recommended database within UNCG virtual chat service.

A red apple sits on a stack of books. To the right, there are colorful alphabet blocks with the letters A, B, and C visible. The background is a blurred abstract painting with yellow and blue colors.

3.

Lessons Learned

A line-by-line evaluation of chats guided updates to library instruction, internal training, LibGuides, and more.

Lessons:

Library orientations for are vital for nursing students

- **Basic library knowledge (find a specific source)**

Internal library training should

- **Reiterate soft skills: provide path/link, refer to course instructor for assignment clarification, confirm need met**
- **Include more than mechanics of CINAHL and PubMed: introduce EBP concepts such PICO(TS)/PEO**

Trainings:

- **LIS Interns (spring 2019) and (fall 2019):** talked about overall health science resources and did chat exercises
- **Librarian Refresher (fall 2019):** health science resources, common assignments, practice searches
- **In Progress:** report for other liaison librarians on this project

Practice Questions

Use any database or website. Keep track of your process - tools used, keywords.

1. Need recent sources incl. 1 research based article, on incivility in nursing (from NUR 370)
2. Need recent research on the effect of light exposure on mood in older adults (from NUR 450)
3. Can you help me find COPD statistics for North Carolina and also Guilford County? (from NUR 470)

Nursing Practice Question from Training

Future Directions

- **Continue to update training, health science LibGuides and tutorials**
- **FAQ/report for librarians and other partners at UNCG**
- **Online learning analysis, shift this assessment project on other topics: other programs, interlibrary loan, ebooks, and more**

Chat Activity:

<http://go.uncg.edu/pycaoq>

***that is an o, as in Ostrich**

MAC MLA Nursing Chat Transcripts: Activity

Answer questions based on this UNCG Nursing chat:

"I am looking for an evidence based practice article for nursing on intramuscular injections. It must be peer reviewed and from past 5 years."

Which health science database or search engine would you recommend to this patron?

Your answer

What follow up question or questions would you ask this patron?

Your answer

SUBMIT

Never submit passwords through Google Forms.

More Resources:

<http://go.uncg.edu/pye8zx>

Thanks!

Any questions?

You can find us at:

- slharlow@uncg.edu
- laleinin@uncg.edu





Credits

Special thanks to all the people who made and released these awesome resources for free:

- Presentation template by [SlidesCarnival](#)
- Photographs by [Unsplash](#)